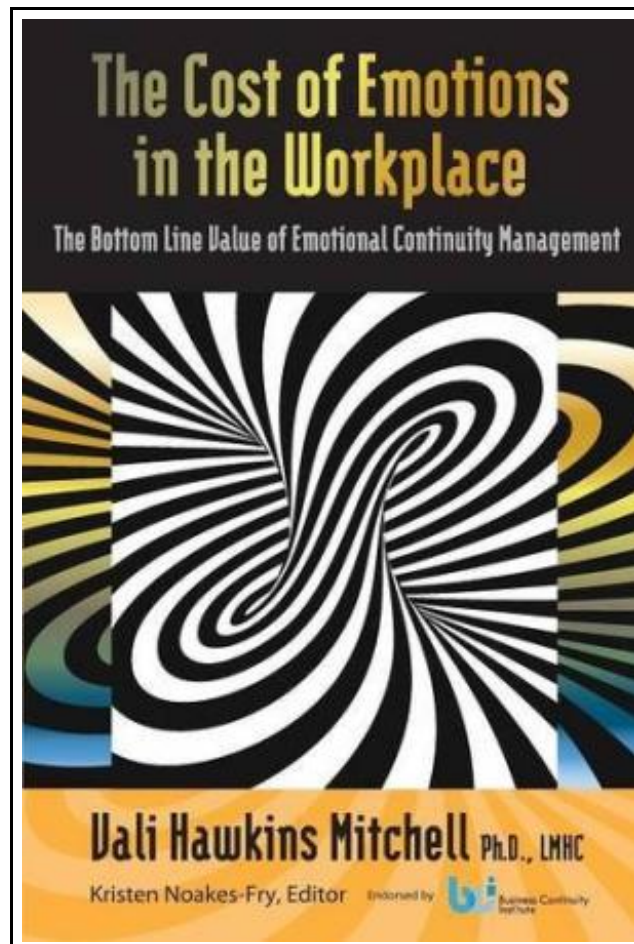


## The Cost of Emotions in the Workplace: The Bottom Line Value of Emotional Continuity Management



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## THE COST OF EMOTIONS IN THE WORKPLACE: THE BOTTOM LINE VALUE OF EMOTIONAL CONTINUITY MANAGEMENT



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